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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/944,676	08/31/2001	Daniel Keele Burgin	1160215-0538115	8505
26874	7590	04/17/2009	EXAMINER	
FROST BROWN TODD, LLC 2200 PNC CENTER 201 E. FIFTH STREET CINCINNATI, OH 45202			MOSER, KATHLEEN MICHELE	
ART UNIT	PAPER NUMBER	3715		
NOTIFICATION DATE		DELIVERY MODE		
04/17/2009		ELECTRONIC		

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

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<b>Office Action Summary</b>	<b>Application No.</b> 09/944,676	<b>Applicant(s)</b> BURGIN ET AL.
	<b>Examiner</b> Kathleen Mosser	<b>Art Unit</b> 3715

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
  - If no period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(o).

#### Status

- 1) Responsive to communication(s) filed on 01/16/2009.
- 2a) This action is FINAL.      2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 37-56 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 37-56 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All    b) Some \* c) None of:  
 1. Certified copies of the priority documents have been received.  
 2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) Notice of References Cited (PTO-892)  
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)  
 3) Information Disclosure Statement(s) (PTO/SB/08)  
 Paper No(s)/Mail Date 09/17/2009
- 4) Interview Summary (PTO-413)  
 Paper No(s)/Mail Date \_\_\_\_\_  
 5) Notice of Informal Patent Application  
 6) Other: \_\_\_\_\_

**DETAILED ACTION**

In response to the amendment filed 01/16/2009, claims 37-56 are pending.

***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

1. Claims 37-53 and 55-56 are rejected under 35 U.S.C. 103(a) as being unpatentable over Brandt et al (US 2002/0130895 A1) in view of Jawahar et al (US 6256620 B1) further in view of Kobayaghi et al (US 6950852). Brandt teaches a method for providing help/support information to user including the steps of: passing a navigation event (the help signal paragraph 29) from a first frame (web page) originating from a first domain (the web file) to a second frame (the help window, paragraph 13) originating from a second domain (the instructions in the computer memory), see paragraphs 36 and 37; determining the present navigation location within the first frame using the navigation event and initiating an automated help session in the second frame, the automated help session corresponding to the determined present navigation location (paragraph 31), as in **claims 37 and 45.**.. Collecting data from the first fame that was collect from the user in the first frame and passing the received information to the

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second frame (**claims 39, 42, 47 and 50**) is shown in the tracking of the user actions in the web page, see paragraph 45. The web page of Brandt is by definition a content frame, as per **claims 40 and 48**.

Brandt et teaches receiving a user request for help (**claim 36**), see Figure 3, element 34.

Brandt fails to specifically teach: displaying the first frame and the second frame in a single web page at the user computer (**claims 37, 45 and 53**); or that the browser is subject to the consistent page domain security requirement (**claims 36, 45 and 53**); initiation a live help session and passing the data from the automated help session to the live help session (**claims 38 and 46**); passing a command from the automated support session to the first frame (**claims 41 and 49**); receiving data that was collected in the live help session and passing the data to the first frame (**claims 43 and 51**); receiving data collected from the user in the second frame and passing the data to the live help session (**claims 44 and 52**); that the user's computer, first Internet domain, and second Internet domain are separate (**claims 37, 47 and 53**) and that the content of the first frame is masked so that it appears to originate from the second domain (newly added to claims 36, 45, and 53) and the similar feature of masking either a first or second address to create the appearance that the first and second address are the same address (**claim 55**).

Jawahar et al teaches an online system for providing live support to an end-user. The system teaches collecting all interaction of a user on a web page (content frame) and passing this information to the live support session in at least col. 12: 65 - col. 13:23. These features are substantially similar to the data collection and passing steps not taught by Brandt. The ability for the help session to send information to the user's computer, i.e. passing information from the help session to the content frame, is shown in col. 7: 37-40. The Jawahar et al system monitors all user interactions, which in the combination of the inventions, includes those interactions made with the automated help system of Brandt et al. Separation of each of the various features of Jawahar is taught in at least Figure 2. The use of multiple frames within a web-browser, including one indicating the help session and the other representing the browser location is shown in at least col. 12: 21-64. Jawahar also teaches the use of either the Netscape or Internet Explore browser (see col. 6: 8-21), both of which are known to operate under the consistent page domain security when implemented in a Windows environment. It would have been obvious to one of ordinary skill in the art to implement the live help session features of Jawahar et al with the automated

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help system of Brandt et al so as to implement a convenient means for a user encountering difficulties with a web page to contact a live representative to gain assistance (Jawahar et al, background).

Regarding the newly added limitations of **claims 37, 45 and 53**, Brandt fails to explicitly teach that the automated agent monitors one or both of (i) a plurality of subsequent navigation locations of the end-user within the first frame or (ii) a plurality of subsequent navigation events initiated by the end user within the first frame, wherein the act of monitoring comprises passing the above information to the second frame (automated agent). Jawahar et al teaches a monitoring program which monitors all actions of a user as they browse a website, see col. 13: 9+. This function is used when the invention of Jawahar determines whether to offer the user "help". The information monitored is sent to the live help system of Jawahar et al. It would have been obvious to one of ordinary skill in the art to implement the monitoring software of Jawahar et al within the automated support system of Brandt et al so as to allow the system to monitor all actions of the user up to and including the specific request for help and allow the system to determine where users were having the most difficulties in navigating a website.

Jawahar et al, like Brandt et al fails to teach that the content of the first frame is masked so that it appears to originate from the second frame. Kobayaghi et al teaches a system and method for sharing web browser content amongst a plurality of users at remotely different locations and domains, See col. 2: 58 – col. 3: 4 and col. 3: 66 - col. 4: 3. It would have been obvious to employ the sharing technique as disclosed by Kobayaghi et al within the systems of Brandt et al and Jawahar et al so as to allow the sharing of content, including framed content, amongst a plurality of users without having to modify the underlying content and programming of the web page.

2. Claims 54 is rejected under 35 U.S.C. 103(a) as being unpatentable over Brandt et al (US 2002/0130895 A1) in view of Jawahar et al (US 6256620 B1) further in view of Kobayaghi et al (US 6950852), as applied to claims 37 and 38 above, and further in view of Sullivan et al (US 6694314). Brandt et al and Jawahar et al teach all features of the invention as shown above but fail to specifically teach: gathering help data associated with the live help session, updating a knowledge database with the help data, and using the help data from the updated knowledge database in a subsequent automated

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help session to provide assistance to the end-user (**claim 54**). Sullivan et al teaches a user support system in which the user may receive both automated support and live support. Sullivan teaches keeping a database of help provided to a user, and using this database to further enhance the automated help systems in col. 3: 39-51 and col. 13: 3-28. The masking features are described in col. 7: 31-44. It would have been obvious to one of ordinary skill in the art to implement the features of Sullivan with those of Brandt et al and Jawahar et al so as to provide a more efficient automated help system, in which users were less frequently required to seek live-help.

***Response to Arguments***

3. Applicant's amendments have overcome the previous rejection under 35 USC §112, 1<sup>st</sup> paragraph. Applicant's previous arguments against the Brandt and Jawahar combination are moot in view of the new reference to Kobayaghi et al.

***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kathleen Mosser whose telephone number is (571) 272-4435. The examiner can normally be reached on M-F 8:00-4:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Xuan Thai can be reached on (571) 272-7147. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Kathleen Mosser/  
Primary Examiner, Art Unit 3715

April 13, 2009